

**QUESTIONS AND ANSWERS
TO THE REQUEST FOR PROPOSALS (RFP)
AAA-FCSP-1317
FOR THE PROVISION OF THE FAMILY CAREGIVER SUPPORT PROGRAM (FCSP)
Posted: November 14, 2012**

Question #1: Can we apply if we received funding for a similar program in Ventura County through the Ventura County Area Agency on Aging?

Answer #1: All Proposers are invited to submit a proposal as long as your agency can demonstrate the ability to successfully provide the required Services found within Appendix B (Statement of Work) and you meet the requirements outlined in Sub-paragraph 1.4 Minimum Mandatory Requirements of the RFP.

Question #2: I noticed that the total allotted per year in the Supervisorial District (District 3) for Family Caregiver Support is \$56,061. Does that amount go to one organization, or is it generally split between several to reach a greater number of caregivers?

Answer #2: It is anticipated that annual funding reflected in the chart on page 4 of the RFP, Sub-paragraph 1.1.6 FCSP Estimated Annual Funding/Units of Service for FY 2013-2014, will be awarded based on successful FCSP proposals that meet all the requirements listed within the RFP. Depending on the number of qualified proposals received, a Proposer may eligible to receive funding for an entire Supervisorial District.

Question #3: I have a question about FCSP – are the grant amounts disclosed during the RFP or is that something that is determined after the agency receives the fund approval?

Answer #3: Grant awards are tentatively scheduled to be released on May 20, 2013. Should your proposal successfully pass the evaluation process with a passing score, the letter you receive will include your recommended funding allocation. But, as stated in Section 1.10 of the RFP, “Notwithstanding a recommendation of a Department, agency, individual, or other, the Board of Supervisors retains the right to exercise its judgment concerning the selection of a Proposal and the terms

of any resultant agreements and to determine which proposal best serves the interests of the County. The Board of Supervisors is the ultimate decision making body and makes the final determination necessary to arrive at a decision to award or not award a contract.”

Question #4: Is there an established grant amount for FCSP? Can we expect to receive the same amount currently funded?

Answer #4: Grant amounts will be determined based on the number of successful proposals submitted and the areas proposed to serve based on federal, state, and local funding availability.

Question #5: Is it possible to get Word versions of the appendices instead of PDFs? Much of the information I am attempting to enter into the pdf forms is too long for the space provided and gets cut off. If not, this part of the form will need to be hand written. Is that acceptable?

Answer #5: No. All forms listed within the FCSP RFP are in PDF form only. However, you may abbreviate on the form. The proposal must be typed according to Paragraph 2.7 of the RFP, Preparation of Proposal, page 24, “Proposals must be typed...”

Question #6: Depending on the time of the support group, can we use funds to provide support group participants with a meal or snack?

Answer #6: No, to be reimbursed for services provided, you must follow strictly to the requirements noted within Appendix B (Statement of Work).

Question #7: RFP, 2.8.5.1 Qualification of Proposers Mandatory Personnel, Page 28 - Proposer shall have, or by Contract award, meet the mandatory staffing requirements listed in Appendix B (Statement of Work) Paragraph 5.0 – Contractor Personnel.

SOW, Appendix B 5.2.2 Responsibilities, Page 21 Minimum Education, Experience and Qualifications: [Project Director must

have a] Bachelor's degree from an accredited university in the Social or Behavioral Sciences or a related field.

Would AAA accept a person for this position that does not hold a Bachelor's Degree, but has multiple years of high success and experience directing the implementation, process evaluation and quality control systems to ensure adherence to policies, standards, and procedures for contracted compliance under the same program and equivalent programs, but under different funders? The person we would like to put forward also trains, supervises, and evaluates program staff; prepares all reports, expenditure statements, purchases, inventory control among for local and state funding sources, and oversees and develop case management system to track support service outcomes for seniors. This person also serves as a liaison for CDC and CDBG funded City of LA Aging Networks and Agencies. Other than the degree, her experience, skills and passion are absolutely perfect for this position, and we hope warrant AAA's approval. Please advise?

Answer #7: As stated in Appendix B (Statement of Work), the Project Director must have a Bachelor's Degree from an accredited university in the Social or Behavioral Sciences or a related field. Your proposal will be evaluated based on the qualifications of your proposed staff.

Question #8: Exhibit 5 – PPS and Budget Instructions, Page 3, 2. Units of Service Summary

During the November 9 meeting, would it be possible to provide some examples/or guidance re: accurately assessing and assigning unit costs and number of units for Columns A and B on the budget forms?

Answer #8: Example: the Unit Cost is the cost that your agency will be reimbursed without exceeding the Maximum Rate of Reimbursement for that Service. Therefore, if your agency proposes to provide Caregiver Counseling for \$40.00/hour, then include the \$40.00 rate on page 3 of 4 of Appendix C, Exhibit 1 or 3 Proposed Program Services (PPS) under Unit Cost for the Service listed as Counseling. The number of Units represents how often your agency proposes to provide the Service. So, if your agency proposes to provide Caregiver Counseling for a

total of 385 times within the fiscal year for Supervisorial District 2, then reflect 385 Units under the Units column for Supervisorial District 2.

Question #9: Appendix B (Statement) Sub-paragraph 6.1 – Matching Share, Page 26

Contractor shall provide at least 25% match (contribution) of its Maximum Annual Contract Sum/Expenditures as funded by County in accordance with the provisions of Appendix A (Sample Contract) Exhibit B – Budget.

The matching share may be cash or an in-kind contribution, as further explained below, or a combination thereof.

Is the 25% match requirement used to achieve the total funded amount requested by the proposer, or is the 25% match requirement in addition to the total grant award requested by the proposer?

Answer #9: The 25% match contribution is in addition to the total grant award.

Question #10: Page 25, 2.7.4 For the Business Proposal, the limit for all answers combined is a total of twenty (20) single-sided pages. The page limitation does not include exhibits or attachments.

Page 26, 2.8.2 Table of Contents

List all material included in the Proposal. Include a clear definition of the material, identified by sequential page numbers and by section reference numbers.

Does the Table of Contents for the Business Proposal/and the Cost Proposal apply against the page limits?

Do you want to see a separate Table of Contents for the Business Proposal and another for the Cost Proposal, or may we provide one that covers both?

Answer #10: No, the page limitation does not include the Table of Contents.

One Table of Contents that follows the requirements specified in Sub-paragraph 2.8.2 is sufficient to reflect the Business Proposal and the Cost Proposal.

Question #11: Appendix B, 3.4 Supplemental Services, Page 17 3.4.5.2, Home Adaptations: Unit of Measurement: one (1) device = one (1) occurrence.

We are budgeting \$493 for Supplemental Services concerning "Home adaptations." Since there is no way of knowing the fair market rate for unusual circumstances that might warrant support in the areas of Home Adaptations, how would you advise that we predict how many units of measurement equal \$493? Shall we call it one unit?

Answer #11: Yes, since rates are negotiable, you may charge one (1) Unit under the Units column. However, please be sure that you are aware of Sub-paragraph 3.4.1 which states that "The maximum amount to be spent on purchased Services (Assistive Devices for Caregiving, Home Adaptations for Caregiving, and/or Caregiver Emergency Cash/Material Aid) for any one (1) Client shall not exceed \$800 in any fiscal year, without prior approval of County."

Question #12: Item 1.1.5 on page 3 of the RFP states that there is a total of \$1,338,402 available for the four years term of the grant. Then, the chart listed on item 1.1.6 shows the same amount for the first fiscal year (2013-14). Which is correct?

Answer #12: Sub-paragraph 1.1.5, Funding Availability, is worded correctly. It is referring to the estimated funding that is available for each of the four (4) fiscal years as a set amount; i.e., \$1,338,402 is the estimated fiscal year amount for each year of the four (4) year contract term. The chart in Sub-paragraph 1.1.6 shows the break-down of that funding for Family Caregiver and for Grandparent/Relative Caregiver for fiscal year 2013-2014.

Question #13: Do we need to apply for the entire amount in each supervisorial district (like in previous years) or can we ask for a portion of each supervisorial district's funding?

Answer #13: For this RFP, there is no priority or requirement for a Proposer to serve a full Supervisorial District. However, you are welcome to submit your proposal to serve a full Supervisorial District if that is the intent of your agency.

Question #14: Appendix B, Page 22, 5.3 PROJECT SUPERVISOR – Contractor staff must include a Project Supervisor.

Appendix B, Page 23, 5.4 CASE MANAGER – Contractor staff must include a Case Manager

Our proposed Project Supervisor meets all of the requirements for the Project Director, Project Supervisor, and Case Manager. May we have the Project Supervisor also act as Case Manager, as long as we meet all of the Unit Requirements we've scheduled for both positions?

Answer #14: Under Sub-paragraph 5.3.1 of Appendix B (Statement of Work), "The Project Supervisor should be capable of, and able to take on the responsibilities of the Case Manager(s) in their absence, should the need present itself." Therefore, the Project Supervisor may take on the responsibilities of the Case Manager but only in the temporary absence of the Case Manager. Each Contractor is required to have on staff a Project Director, a Project Supervisor, a Case Manager(s) and/or a Caregiver Support Group Facilitator(s) by the beginning of the contract term (July 1, 2013).

Question #15: Board resolution is required for contracting, but is it also required for this application?

Answer #15: No. The Board Resolution is required only if a successful Proposer wins a contract award.

Question #16: Required Forms – Exhibit 3 (Prospective Contract List of Contract) and 4 (Prospective Contractor List of Expired or Terminated Contracts):

It states to go back 5 years. Please verify that 5 years would start with Fiscal Year 2007/2008.

Answer #16: Yes, that is correct - five (5) years would begin with Fiscal Year 2007-2008.

Question #17: Section 2.8 Business proposal format, page 25, Do we include appendices (e.g. Contractor reference list, etc) within the body and pages of the narrative or at the end and referenced in the narrative?

Answer #17: Please include the appendices at the end of each section. This is to assist the raters during the evaluation process making it easier for the raters to locate the corresponding information

Question #18: Section 2.8.5.1, Qualifications, page 28, Do we include certificates, diplomas, resumes, etc. at the end of this section or at end of entire narrative? Where do you want us to include these attachments?

Answer #18: Please include the required information listed in this section at the end of the section. Again, including the required information at the end of the section will assist the raters during the evaluation process.

Question #19: Section 2.8.5.4.2, Support Services, page 29, Where do you want the sample caregiver assessment plan to be included....at the end of this section or end of the entire narrative (as appendix)?

Answer #19: Please include the example Caregiver Assessment plan immediately following the section.

Question #20: Section 2.8.5.4, Primary Services, page 29, Is the Proposer required to deliver all 4 Primary Services?

Answer #20: Sub-paragraph 3.0, Specific Tasks, of Appendix B (Statement of Work) informs the Proposer under each Primary Service category to provide at least one (1) Service from each of the Primary Service categories. (See Sub-paragraphs 3.2.1.4, 3.2.2.1, 3.3.4, and 3.4.5).

Question #21: Section 3.4.1.12, Proposers Financial Capability, page 39, Where do you want Proposers to include the most current and prior two (2) years audited financial statements?

Answer #21: Please include the audits at the end of the budget narrative.

Question #22: Section 3.2.2, Support Services, SOW, page 6-8, In addition to Caregiver Assessment, are Proposers required to deliver all or just selected services in this category?

Answer #22: Sub-paragraph 3.2.2.1 of Appendix B, (Statement of Work), Support Services, states “In providing Support Services to the Family Caregiver and/or Grandparent/Relative Caregiver Client, Contractor is required to provide Caregiver Assessment, as identified in Sub-paragraph 3.2.2.2, at a minimum.”

Proposers must provide Caregiver Assessment as a required Service but may provide the other Support Service categories as an option.

Question #23: Section 3.2.2.4.3.1, SOW, page 10, Please clarify how Support Group units are billed. Would 10 Clients in a Support Group that is 1 hour be billed 10 hours of service but billing is tied to only 1 client? This seems incorrect.

Answer #23: Sub-paragraph 3.2.2.4.3.1 provides an example of how a Proposer is to bill for the current CSS billing system, Harmony For Aging (HFA). It requires a dual entry for billing meaning of one (1) entry that is required for the number of hours that the

Support Group session was held and the second entry is to reflect the name of a Support Group Client that attended the session. Only one (1) Client is needed to bill for the entire session.

Question #24: Section 5.5, SOW, Caregiver Support Group Facilitator, page 24, Is this a required position?

Answer #24: The Caregiver Support Group Facilitator staff position is required only if your agency intends to provide Caregiver Support Group as a Service.

Question #25: Most of our questions were addressed this morning during the proposer's conference but we are wondering if the county could add any more information on:

- a) The reason for the long period between the proposal due date (Dec the 03rd) and the date of contract award? and
- b) The formula / criteria for the allocation of funds to the different providers?

Answer #25: (a) There are several key elements that must take place in order to select and determine contract awards such as the evaluation process, evaluation debriefings, and vetting all recommendations with the Board of Supervisors. The Contract Award date is tentative and award letters may be mailed earlier or later if necessary.
(b) A formula has been established to determine the allocation of funds once all successful Proposals have been evaluated. The available funding to the five (5) Supervisorial Districts (SD) is based on a funding formula adopted and approved by the Los Angeles County Board of Supervisors. The County reserves the right, at its sole discretion, to adjust the funding among the five (5) SDs, as needed, based on County's needs and availability of funding.

Question #26: Appendix D, Exhibits 2, 3, or 4 – Contractor References

May we use the County as a reference on the forms?

Answer #26: Yes, but Proposer's may only use the County as a reference once on each of the required Contractor Reference forms.

Question #27: Since the page-limitation is set at 20 single-sided pages, may we use the remaining space of a page to respond to the next section? And may we place the attachment immediately following that page?

Answer #27: Yes, you may use the remaining space on a page to respond to the next section and you may place the attachment immediately following the page; however, please make certain that all sections are clearly noted in an effort to assist the rater during the evaluation process making it easier for the raters to find the information.

Question #28: Appendix B (Statement of Work) Sub-paragraph 6.1 – Matching Share, page 26.

How much of a Cash Match contribution or an In-Kind Match should we show on the budget form?

Answer #28: Proposer's may provide either a total of 25% Cash Match, a 25% In-Kind Match, or a combination of both as an Matching Share on the budget form(s) Appendix C, Exhibit 2 and/or Exhibit 4.

Question #29: Appendix B (Statement of Work), Section 3.2.1.4.1, Public Information on Caregiving, page 5, In the prior contract, the rate was \$45.00/hour and now it is \$90.00/activity for a minimum of 2 hours. How shall I reflect that on the Proposed Program Services form (Appendix C, Exhibit 1 or Exhibit 3)?

Answer #29: Two (2) hours is considered an average time for conducting this service and the former rate of \$45.00/hour was doubled in order to meet the activity requirement of the California Department of

Aging (CDA)'s unit of measurement. Services for Information Services (Sub-paragraph 3.2.1) are to be conducted by activity and not by hours at \$90.00 for a minimum of two (2) hours.

Question #30: The minimum two (2) hour requirement for Information Services is a bit difficult to meet since our Program Coordinator which conduct outreach to the community for fifteen (15) minutes or perhaps for 1 ½ hours considering the fact that travel time is no longer permitted. Please explain the rationale of the two (2) hour minimum.

Answer #30: The intent for the two (2) hour minimum for Information Services is for the provision of services to concentrate more on the other more direct FCSP Services, namely Support Services, Respite Care Services, and Supplemental Services. As far as billing is concerned, a minimum of two (2) hours is required. You may provide the service beyond that limit but two (2) hours is the minimum.

Question #31: Appendix C, Exhibit 1, Proposed Program Services, Family Caregiver Support Program

Should the Unit Cost be \$90.00 or \$45.00/activity?

Answer #31: \$90.00/activity.

Question #32: Appendix C, Exhibit 2, Budget, Family Caregiver Support Program

On page 6 of 6, Other Cost Detail, how shall a Proposer allocate the Unit Cost for utilities since we will be splitting the costs per site?

Answer #32: It is based on an aggregate cost so if your agency has; i.e., five (5) sites and the aggregate cost of utilities per month for all five (5) sites of \$50.00, then you include \$50.00 as your Unit Cost.

Question #33: Appendix D, Exhibit 4, Prospective Contractor List Of Expired Or Terminated Contracts

Can expired grants be considered an expired contract?

Answer #33: Yes, an expired grant may be considered an expired contract.

Question #34: RFP, Qualifications of Proposers Mandatory Personnel, page 28

Within the body of the Sub-paragraph, there is a request for a copies of “diplomas”. What do you mean by “diplomas”? High school or college diplomas?

Answer #34: Example: For a Project Supervisor, Sub-paragraph 5.3.2 refers to a BA degree as one of the requirements in order to qualify for the staffing position. The copies are in reference to a college BA diploma.

Question #35: Appendix B (Statement of Work), Sub-paragraph 3.3.4.5.2, page 15

Caregiver Respite Out Of Home Day Care – the Maximum Rate of Reimbursement of \$8.80/hour is per person?

Answer #35: \$8.80/hour is per Client who requests the Service for the Care Receiver.

Question #36: I noticed that Caregiver Respite Out-Of-Home Overnight is no longer offered as a service category. Is there a way that can we provide that service if there is a need?

Answer #36: You may use Caregiving Emergency Cash/Material Aid should there be a need; however, please be mindful that the service should not exceed the required \$800 maximum amount of purchased Services for any one (1) Client in any fiscal year.

Question #37: Regarding Appendix D, Exhibit 4, Prospective Contractor List Of Expired Or Terminated Contracts

What's the difference between an expired contract and a terminated contract?

Answer #37: An Expired contract refers to a contract where the term of the contract ended. A Terminated contract refers to a contract that was ended prior to the contract term by choice of the funding agency or the contracted agency.

Question #38: If we have a contract that is not fully executed yet as it is pending the final stages of paperwork, can we use it as a reference?

Answer #38: The purpose of the reference forms is to permit the County to verify the past and/or current history of the Proposer. If your agency is currently not a contractor with an organization or company that your agency would like to use as a reference, then there is nothing for the County to verify in terms of your history as a contractor.

Question #39: Appendix D, Exhibit 4, Prospective Contractor List of Expired or Terminated Contracts

The form requests all contracts that have expired or terminated within the past five (5) years. However, there may be as many as three (3) contracts a year depending on the agency. Do you want all the contracts listed as there may be many contracts to list?

Answer #39: See the revised form posted on the CSS website that now requests Proposer's to list at a minimum five (5) expired or terminated contracts instead of all. Please use the revised form to list the expired or revised contracts and include it with your FCSP proposal.